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METHODOLOGY FOR CREATING AND MAINTAINING A SCHEME FOR CATEGORIZING ELECTRONIC COMMUNICATIONS

ABSTRACT OF THE DISCLOSURE

5   Supervised learning is used to develop a computer program that can automatically route or respond to electronic communications assuming the existence of an appropriate formal scheme for categorizing incoming electronic communications. A method is described by which such a categorization scheme for electronic communications can be constructed. The

10   method is based on an analysis of factors having an impact on the categorization scheme from both the business domain and the technology domain. The problem solved by this method is a new one that is only now emerging as automated methods of routing communications based on supervised learning are becoming feasible. Among other uses, this method

15   may be practically employed as a disciplined way of carrying out consulting engagements that call for setting up and maintaining categorization schemes for electronic communications.